



## State of Nevada – Department Of Personnel

### CLASS SPECIFICATION

<u>TITLE</u>	<u>GRADE</u>	<u>EEO-4</u>	<u>CODE</u>
UNEMPLOYMENT INSURANCE REPRESENTATIVE V	34	B	12.164
UNEMPLOYMENT INSURANCE REPRESENTATIVE IV	32	B	12.165
UNEMPLOYMENT INSURANCE REPRESENTATIVE III	31	B	12.167
UNEMPLOYMENT INSURANCE REPRESENTATIVE II	28	E	12.168
UNEMPLOYMENT INSURANCE REPRESENTATIVE I	26	E	12.169

### SERIES CONCEPT

Unemployment Insurance Representatives perform a broad variety of activities related to the timely and accurate processing and payment of unemployment insurance benefit claims. Typical duties include receiving and processing new and reopened unemployment claims over the telephone; identifying and resolving issues; fact-finding and writing decisions concerning entitlement to benefits and tax rulings for base period employers; investigating claims paid for quality control, fraud detection and overpayment recovery; processing and responding to questions from employers, the general public and other agencies seeking information regarding unemployment insurance benefits; and performing related duties as assigned.

Unemployment Insurance Representatives process all aspects and types of unemployment insurance claims including regular unemployment insurance, federal worker, ex-military, combined wage, interstate, Trade Readjustment Act, obstructed claims, employer charging, and provide other related services such as quality assurance and overpayment investigation and collection. Positions allocated to this series typically specialize in one area of service delivery but must have knowledge of all areas of unemployment insurance regulations, policies, procedures and processes.

In order to be reallocated from one level in the series to a higher level, an incumbent must spend the preponderance of time performing higher-level duties. Some incumbents may perform one or two higher-level duties, but this does not provide the basis for reallocation to the higher level. The duty statements listed are intended to be representative of the level, but all classification factors must be considered in relation to the duties assigned to a position in order to determine the appropriate classification.

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### CLASS CONCEPTS

**Unemployment Insurance Representative V:** Incumbents at this level either supervise a team of unemployment insurance claims adjudicators, or adjudicators and claims examiners working in an unemployment insurance operations center, supervise the investigation and collection units in benefit payment control, or supervise a benefit accuracy measurement unit investigating unemployment insurance benefit claims for quality assurance purposes.

Examine completed claims, adjudication determinations, overpayment collection and/or fraud investigation documentation using designated quality assurance tools to ensure compliance with established unemployment insurance benefit laws, regulations, policies and procedures; review periodic reports to track quality assurance, timeliness and customer service goal achievement for individual employees and the team/unit; determine individual and team/unit training requirements; recommend and implement corrective action plans

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### **CLASS CONCEPTS (cont'd)**

#### **Unemployment Insurance Representative V (cont'd)**

when established quality assurance, timeliness or customer service goals are not met; answer subordinates' questions and resolve problems with staff and claimants regarding unemployment insurance claims, overpayments and fraud investigations.

Supervise subordinate professional and paraprofessional staff; participate in hiring interviews; prepare work performance standards for subordinates; prepare and conduct performance evaluations; recommend and prepare documentation for disciplinary action.

Deliver on-the-job training to address areas of deficiency for individual employees or to introduce new procedures; assist the unemployment insurance staff support unit to develop and present classroom training related to unemployment insurance claims examining, processing and adjudication.

Compile information and submit a variety of reports to management regarding staff, production or special projects; inform manager of program and staff performance by memoranda or verbally; review appeal determinations made by hearings officers to identify additional issues or non-compliance.

In an unemployment insurance operations center, monitor and evaluate claim and adjudication calls in progress; evaluate service on each telephone queue line and make ongoing adjustments to staff assignments to ensure adequate coverage, minimize customer wait time, and ensure efficient use of time; investigate and resolve complaints from claimants and employers regarding adjudication times and determinations; ensure staff is adequately equipped and that equipment works properly; troubleshoot and make minor repairs or report needed repairs.

**Unemployment Insurance Representative IV:** Incumbents at this level investigate unemployment insurance benefit claims for the benefits accuracy measurement or benefit payment control programs.

In the benefits accuracy measurement unit, conduct systematic reviews and verification of all aspects of unemployment insurance claims to ensure compliance with State and federal laws; interview claimant to verify identification and alien status; contact employers, unions, and relevant third parties such as doctors, schools, private agencies, and child care providers to verify information regarding eligibility; review and verify work search efforts; examine employer payroll records; compile evidentiary documentation from agency records including adjudication and appeals; evaluate all processes and determinations for adherence to policy and procedure and prepare required documentation and reports.

Make appropriate referral or recommendation for corrective action when errors are discovered; attend appeal hearings to present findings on behalf of the agency; and summarize, code and report required findings/information to the U.S. Department of Labor.

In the benefit payment control unit, conduct independent investigations to verify suspected fraudulent unemployment insurance claims initiated by the new hire cross match report or requests for fraud investigations from division personnel, unsolicited citizens' tips, or interstate cross match reports; compile pertinent agency information and evaluate unemployment insurance claim records; contact employers to clarify conflicting information and obtain payroll records; examine payroll records, public licenses and other relevant material/evidence to identify overpayment and possible fraud; locate and interview the claimant under investigation, representatives of government agencies, and other witnesses and prepare affidavits and reports.

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### **CLASS CONCEPTS (cont'd)**

#### **Unemployment Insurance Representative IV (cont'd)**

Analyze and evaluate testimony and evidence; calculate overpayment liability; make determination to collect overpayment, disqualify claimants from receiving unemployment insurance benefits for a specific period of time, and/or initiate criminal prosecution; write investigative reports summarizing findings and supporting evidence; prepare case files and present to supervisor for submission to the State Attorney General for prosecution; present testimony as required in court or at administrative hearings based on evidence gathered.

**Unemployment Insurance Representative III:** This is the first level of supervisory and professional work in the series. Incumbents at this level either:

- 1) Supervise a team of claims examiners in an unemployment insurance operation centers; examine completed unemployment claims to ensure compliance with established unemployment insurance benefit laws, regulations, policies and procedures; review periodic reports to track quality assurance, timeliness and customer service goal achievement for individual employees and the team/unit; determine individual and team/unit training requirements; recommend and implement corrective action plans when established quality assurance, timelines or customer service goals are not met; answer subordinates' questions and resolve problems with staff and claimants regarding unemployment insurance claims.

Supervise subordinate claims examiners; participate in hiring interviews; prepare work performance standards; prepare and conduct performance evaluations; recommend and prepare documentation for disciplinary action.

Deliver on-the-job training to address areas of deficiency for individual employees or introduce new procedures; assist the unemployment insurance staff support unit to develop and present classroom training related to unemployment insurance claims examining and processing.

Compile information and submit reports to management regarding staff, production or special projects; inform manager of program and staff performance.

Monitor and evaluate claim calls in progress; participate in the evaluation of service on telephone queue lines and make ongoing adjustments to staff assignments to ensure adequate coverage, minimize customer wait time, and ensure efficient use of time; investigate and resolve complaints from claimants and employers; ensure staff is adequately equipped and that equipment works properly; troubleshoot and make minor repairs or report needed repairs; or

- 2) Adjudicate unemployment insurance claims issues concerning eligibility to receive benefits or tax rulings for base period employers; gather information and conduct fact-finding telephone interviews to identify and resolve issues; and write and distribute decisions concerning entitlement to unemployment insurance benefits.

Interview claimants, employers and any third party necessary to obtain required facts and information; request documentation needed to substantiate information received; determine when additional or rebuttal fact-finding is needed and obtain all necessary statements to identify and resolve issues which affect payment of claims or tax ruling; document pertinent findings from interviews in clear, concise and factual reports.

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## **CLASS CONCEPTS (cont'd)**

### **Unemployment Insurance Representative III (cont'd)**

Apply appropriate sections of State laws and regulations, administrative policies and procedures, court and appeal precedents, labor laws, labor market information and working conditions, and business and management principles to the facts obtained; make determinations concerning benefit entitlement; using established templates, write non-monetary determinations which contain a statement of the facts, determining factors in making the decision, and rationale for the conclusion.

Interpret and explain laws, procedures, policies and requirements to claimants and employers; advise claimants and employers in procedures for filing appeals and explain legal requirements; review incoming appeals from claimants and employers to see if additional information has been presented that warrants a re-determination of the decision; remain abreast of changes in policy or interpretation of law; maintain privacy of information as required by law.

Enter data concerning claims such as stops, disqualification dates, and non-monetary determination information into the computer; remove stops from the computer to release payment of benefits when no issue is found or there is an appeal reversal allowing payment of benefits.

**Unemployment Insurance Representative II:** Incumbents at this level typically work as claims examiners under general supervision in an unemployment insurance operations center, monetary unit, or benefit payment control unit.

Receive and process initial, additional, combined wage, reopened, agent state, ex-military, federal, Trade Readjustment Act, obstructed and extended claims and overpayments for unemployment insurance benefits; interview claimants to verify the accuracy of claims information entered in the telephone queue and computer database and wages reported by employers; solicit monetary and non-monetary information necessary to determine eligibility, and the type of claim to be filed; identify potential issues which may result in disqualification of benefits; document required information in the claimant's computer file; calculate and advise claimants of options available for collecting benefits and of benefit rights and eligibility obligations; respond to inquiries from employers and claimants in accordance with statutory requirements; and refer claimants to other services available in the community and agency for training, job search assistance and social services.

Review computer claim files identified in reports such as overpayment, monetary redetermination, and error and issue reports to verify all calculations and ensure claims information and appeal documentation is consistent and accurate; monitor and maintain interstate, federal, obstructed, and military claims to ensure collection and proper distribution of funds; respond to inquiries regarding benefit payment warrants; evaluate appeal decisions to determine overpayment status; issue non-monetary overpayment determination; initiate and perform overpayment collection process; establish installment payment agreements; perform skip traces to determine claimant's current location; determine eligibility for an offset reduction; prepare documentation to file judgments to secure the debt; process payments and refunds; document all actions taken in claimant's computer claim file; prepare required correspondence; assemble appeal packets and submit appeals for scheduling.

**Unemployment Insurance Representative I:** Incumbents at this level work under close supervision and receive classroom and on-the-job training in the receipt and processing of all types of initial and ongoing unemployment insurance claims. One year of experience as an Unemployment Insurance Representative I in Nevada State service provides for semi-automatic progression to the next level with the approval of the appointing authority.

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## MINIMUM QUALIFICATIONS

### SPECIAL NOTES AND REQUIREMENTS:

- \* Up to one year of experience may be substituted by completion of 30 semester credits in social or behavioral science, business administration or related field for Unemployment Insurance Representative III, IV, and V.

### UNEMPLOYMENT INSURANCE REPRESENTATIVE V

**EDUCATION AND EXPERIENCE:** Graduation from high school or equivalent education and four years of relevant program experience, two years of which included gathering information and conducting fact-finding interviews to identify and resolve unemployment insurance issues or overpayments; using unemployment insurance benefit computer programs and processes to record, process, retrieve and investigate information; analyzing problems or situations, identifying alternative solutions and formulating conclusions; and mediating between contending parties to resolve problems; **OR** two years of experience as an Unemployment Insurance Representative III in Nevada State service; **OR** an equivalent combination of education and experience. (*See Special Notes and Requirements*)

**ENTRY LEVEL KNOWLEDGE, SKILLS AND ABILITIES** (required at time of application):

**Working knowledge of:** departmental resources used to answer questions regarding unemployment insurance from management, staff and the public; unemployment insurance benefits computer programs and processes required to process claims properly. **Ability to:** mediate between contending parties or groups to resolve problems; analyze problems, identify alternatives, formulate conclusions and recommend correction action; perform and prioritize a variety of duties involved in supervising a unit; *and all knowledge, skills and abilities required at the lower levels.*

**FULL PERFORMANCE KNOWLEDGE, SKILLS AND ABILITIES** (typically acquired on the job):

**Working knowledge of:** departmental resources used to answer questions from management, staff and the public; principles of supervision, training and team leadership; supervisory techniques and practices. **General knowledge of:** unemployment insurance federal workload standards governing quality, quantity and timeliness of claims processing; State personnel rules necessary to supervise subordinate personnel. **Ability to:** research and analyze various types of material to produce reports; apply reason and logic to develop proposals for new methods of operation; speak publicly and extemporaneously to provide information and persuade others to accept or adopt a specific course of action; instruct employees in correct work methods and procedures; analyze unemployment insurance operations center activities and program requirements and communicate them to automated system staff; motivate staff to effective action; supervise, plan, organize and monitor the workload of the unit; identify subordinates' strengths and weaknesses; conduct performance evaluations; negotiate and formulate complaint resolution; coordinate and monitor several functions and activities; organize, coordinate and implement training for staff in technical areas. **Skill in:** troubleshooting minor unemployment insurance computer equipment and program problems.

### UNEMPLOYMENT INSURANCE REPRESENTATIVE IV

**EDUCATION AND EXPERIENCE:** Graduation from high school or equivalent education and three years of unemployment insurance experience, one year of which included claims adjudication experience gathering information and conducting fact-finding interviews to identify and resolve unemployment insurance issues; and interpreting and applying State and federal laws, rules, regulations, policies and procedures and using complex database software systems to record and process unemployment insurance benefit claims information; **OR** one year of experience as an Unemployment Insurance Representative III in Nevada State service; **OR** an equivalent combination of education and experience.

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### MINIMUM QUALIFICATIONS (cont'd)

#### UNEMPLOYMENT INSURANCE REPRESENTATIVE IV (cont'd)

ENTRY LEVEL KNOWLEDGE, SKILLS AND ABILITIES (required at time of application):

**Working knowledge of:** State laws and applicable rules, regulations, policies and procedures regarding unemployment insurance claims adjudication. **General knowledge of:** fact-finding processes and procedures. **Ability to:** interpret and apply provisions of law, rules and regulations to specific cases; analyze facts in adversarial situations and determine an effective course of action; work independently and as part of a team; plan, organize and schedule activities and assignments to accomplish goals within mandated timeframes. **Skill in:** interviewing techniques, including phrasing and rephrasing difficult questions; using unemployment insurance computer system to access, store and process data; writing complete, accurate and descriptive fact-finding statements; analyzing information, identifying relevant facts, and formulating logical, objective conclusions; *and all knowledge, skills and abilities required at the lower levels.*

FULL PERFORMANCE KNOWLEDGE, SKILLS AND ABILITIES (typically acquired on the job):

**General knowledge of:** payroll records, operations, timekeeping and other source documents to verify base period wages reported to the department by employers and wages earned by the claimant during the benefit year; investigate principles, practices, techniques and procedures; skip-trace methods and sources of information used in locating individuals; rules of evidence and court procedures; techniques of identifying, preserving and presenting evidence; payroll auditing methods, procedures and techniques; jurisdictions of federal, State and local law enforcement agencies; State laws regulating statute of limitations for levels of prosecution. **Ability to:** develop investigative methods and techniques to accomplish assigned work tasks and objectives; write concise, logical and grammatically correct case summaries explaining the pertinent facts, the basis for decisions, and complexities of the case such as difficulty obtaining the information, evaluation of statements taken or reasons for the delay; analyze factual and financial information obtained during audits/investigations to make appropriate decisions affecting the eligibility of claimants.

#### UNEMPLOYMENT INSURANCE REPRESENTATIVE III

EDUCATION AND EXPERIENCE: Graduation from high school or equivalent education and two years of experience providing services to claimants by examining and processing claims for unemployment insurance benefits; **OR** one year of experience as an Unemployment Insurance Representative II in Nevada State service.

ENTRY LEVEL KNOWLEDGE, SKILLS AND ABILITIES (required at time of application):

**Working knowledge of:** laws, rules and regulations pertaining to State and federal unemployment insurance programs; agency procedures manuals and federal and military manuals used to determine eligibility for benefits; labor organizations and their scope of representation for the claimant such as reporting or registration requirements used to evaluate the validity of the claimant's work search efforts in connection with an unemployment claim; local labor market, economy and labor force as well as industrial data used in determining the eligibility and attachment of claimants to their labor markets. **Ability to:** obtain pertinent information, explain policies, procedure and law, and persuade claimants, employers, and employer representatives to accept a specific opinion or action required; perform a variety of duties, according to set procedures and policies, and under established time frames; work independently with minimal direction; perform tasks effectively during fluctuating workload and seasonal demands. **Skill in:** using the unemployment insurance computer system to enter and retrieve information; *and all knowledge, skills and abilities required at the lower levels.*

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### MINIMUM QUALIFICATIONS (cont'd)

#### UNEMPLOYMENT INSURANCE REPRESENTATIVE III (cont'd)

FULL PERFORMANCE KNOWLEDGE, SKILLS AND ABILITIES (typically acquired on the job):

**Working knowledge of:** procedure manuals and federal and military manuals used to determine eligibility for benefits; unemployment insurance adjudication process, policies and procedures. **General knowledge of:** standard employment practices of private industry and governmental departments used in reviewing and evaluating facts to determine eligibility; appeals hearing process. **Ability to:** write complete, accurate and descriptive fact-finding statements; analyze information, identify relevant facts, and formulate logical, objective conclusions in the adjudication of claims for benefits; write concise, logical and grammatically correct non-monetary determinations, correspondence to explain reasons for determination; organize facts and data in a systematic way to meet State and federal criteria and timeliness guidelines; prioritize assignments to complete work in a timely manner.

#### UNEMPLOYMENT INSURANCE REPRESENTATIVE II

EDUCATION AND EXPERIENCE: One year of experience as an Unemployment Insurance Representative I in Nevada State service; OR an equivalent combination of education and experience.

ENTRY LEVEL KNOWLEDGE, SKILLS AND ABILITIES (required at time of application):

**Working knowledge of:** customer service techniques; types of unemployment insurance claims such as interstate, intrastate, combined wage, federal, and extended benefits; basic bookkeeping and mathematical skills sufficient to apply payments to individual accounts, compute interest, issue refund checks and balance statements and reports; unemployment insurance computer program applications and applicable automated information screens, codes, formats and key entry sequences; unemployment insurance laws, rules, regulations and procedures pertaining to Nevada and other states and the federal government; program specific regulations, program guides, policies, procedures and forms; sources of information within the organization required to process unemployment insurance claims. **General knowledge of:** roles and responsibilities of human services agencies and the services offered to make appropriate referrals. **Ability to:** make basic mathematical computations such as addition, subtraction, multiplication and division of fractions, decimals, percentages and whole numbers; read and comprehend written departmental policies and procedures and legal documents such as court and appeal decisions, and State laws; compose grammatically correct correspondence of a routine nature; establish and maintain alphabetical and/or numerical files; establish and maintain computerized claimant files; research and compile information from paper and computer files as needed to respond to inquiries or prepare appeal packets; accurately copy, post and transcribe data and figures from one source to another; communicate verbally with claimants from diverse backgrounds; remain calm and establish rapport with hostile claimants on the phone; perform work assignments with frequent interruptions and demanding time constraints; use a computer to prepare correspondence and/or reports; apply unemployment insurance program laws, regulations, policies and procedures; use automated systems and equipment to complete assignments; obtain and review information to make eligibility determinations; encourage claimants to comply with various program requirements; maintain confidentiality of claims information. **Skill in:** using office equipment such as facsimile and copy machines and multi-line telephone; interviewing claimants to gather and confirm information; comparing data, identifying discrepancies, inconsistencies and issues; defining problems and applying appropriate rules, regulations and procedures; *and all knowledge, skills and abilities required at the lower level.*

FULL PERFORMANCE KNOWLEDGE, SKILLS AND ABILITIES (typically acquired on the job):

**Skill in:** communicating verbally with claimants to clearly convey specific information, situations and options available to them; communicating with claimants of diverse backgrounds; dealing effectively with claimants who may be hostile or uncooperative.

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### MINIMUM QUALIFICATIONS (cont'd)

#### UNEMPLOYMENT INSURANCE REPRESENTATIVE I

**EDUCATION AND EXPERIENCE:** Graduation from high school or equivalent education and two years of experience which included reading and applying written policies, procedures and instructions; performing basic mathematical computations; interviewing individuals to obtain and provide information; assisting customers; comparing data and identifying discrepancies; and using personal computers to enter and retrieve data; **OR** a Bachelor's degree in social or behavioral science, business administration or related field; **OR** an equivalent combination of education and experience. (*See Special Notes and Requirements*)

**ENTRY LEVEL KNOWLEDGE, SKILLS AND ABILITIES** (required at time of application):

**Working knowledge of:** math computations including addition, subtraction, multiplication and division of whole numbers. **General knowledge of:** English grammar, punctuation, sentence structure and vocabulary; modern office practices, procedures and equipment; interviewing techniques necessary to elicit accurate and factual information; operation and use of word processing and other associated business software; telephone techniques and etiquette; basic elements of customer service. **Ability to:** read and follow written instructions; compare information or data to identify discrepancies and inconsistencies; speak clearly and distinctly on the telephone; sit for long periods of time, receive information over the telephone; perform mathematical calculations; listen attentively and record information; effectively interact with persons from varying social, economic and cultural backgrounds. **Skill in:** operating a personal computer to enter, retrieve and process data.

**FULL PERFORMANCE KNOWLEDGE, SKILLS AND ABILITIES** (typically acquired on the job):

**Working knowledge of:** interviewing techniques necessary to elicit accurate and factual information; operation and use of word processing and other associated business software. **Ability to:** maintain confidentiality of client records; interpret and apply complex rules, regulations, policies and procedures to specific situations; research information from a variety of sources; receive, review and process a variety of documents according to established guidelines, policies, regulations and timelines.

This class specification is used for classification, recruitment and examination purposes. It is not to be considered a substitute for work performance standards for positions assigned to this class.

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REVISED:		7/24/79-3			
REVISED:		12/19/85-12			
REVISED:		7/1/87P-12			
		4/14/87PC			
REVISED:		2/10/88-3			
REVISED:		7/1/03P			
		7/2/02PC			